



**Welcome to the
Johnson Space Center
Mail and Duplication Support Services
(MADSS) Contract
Pre-proposal Bulletin**

June 12, 2014

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Orientation and Procurement Overview

**Gisela Moreno
Contracting Officer**



Disclaimer

- ▶ These slides are not to be interpreted as a comprehensive description of the procurement strategy or requirements in the RFP.
- ▶ To the extent there are any inconsistencies between this briefing and the RFP, the RFP will govern.



Purpose of Pre-proposal Bulletin

- ▶ The purpose of this Pre-proposal Bulletin is to help industry understand the Government's requirements.
- ▶ Questions:
 - Questions regarding the RFP can be submitted to the Contracting Officer (CO) at: gisela.a.moreno@nasa.gov
 - Official responses to written questions received by the CO will be posted to the MADSS procurement website.
 - The deadline for submitting questions regarding this bulletin is June 16, 2014 by 12 p.m. CST.



Source Selection Authority and Acquisition Team Members

- ▶ Source Selection Authority
 - Michael J. Lonchambon, Team Lead, Johnson Space Center

- ▶ Acquisition Team
 - Laura L. Gross, Chair
 - Gisela A. Moreno, Contracting Officer
 - Mandy M. Kuehn, Voting Member
 - Joeva Ross Scott, Voting Member



Points of Contact

- ▶ **Contract Specialist:**

- ▶ Mandy M. Kuehn
- ▶ Phone: 281-244-1498
- ▶ Email: mandy.m.kuehn@nasa.gov

- ▶ **Contracting Officer:**

- ▶ Gisela A. Moreno
- ▶ Phone: 281-244-6776
- ▶ Email: gisela.a.moreno@nasa.gov

- ▶ **MADSS Web address:**

<http://procurement.jsc.nasa.gov/madss/>



Ombudsman

- ▶ Ombudsman (NFS 1852.215-84): "...before consulting with an ombudsman, interested parties must first address their concerns, issues, disagreements, and/or recommendations to the Contracting Officer for resolution ... If resolution cannot be made by the Contracting Officer, interested parties may contact the installation ombudsman ..."
- ▶ Address/Phone:
 - NASA Headquarters
 - Mail Code: LP011
 - Washington, DC 20546-0001
 - Phone: (202) 358-0445
 - Agency-procurementombudsman@nasa.gov



Current Contract Overview

- ▶ **Contract Number:** NNJ10JB12C
- ▶ **Prime Contractor:** GeoControl Systems, Inc.
- ▶ **Contract Type:** Indefinite Delivery Indefinite Quantity (IDIQ) Fixed Price Incentive
- ▶ **Period of Performance:**
 - Base: 1/4/10 – 1/3/12
 - Option 1: 1/4/12 – 1/3/13
 - Option 2: 1/4/13 – 1/3/14
 - Option 3: 1/4/14 - 1/3/15
- ▶ **Skills currently provided on contract include:** duplicating, mail pick up and delivery, and document distribution.



Information Resources Directorate

Laura Gross, End User

Services Office

Inside NASA Johnson Space Center



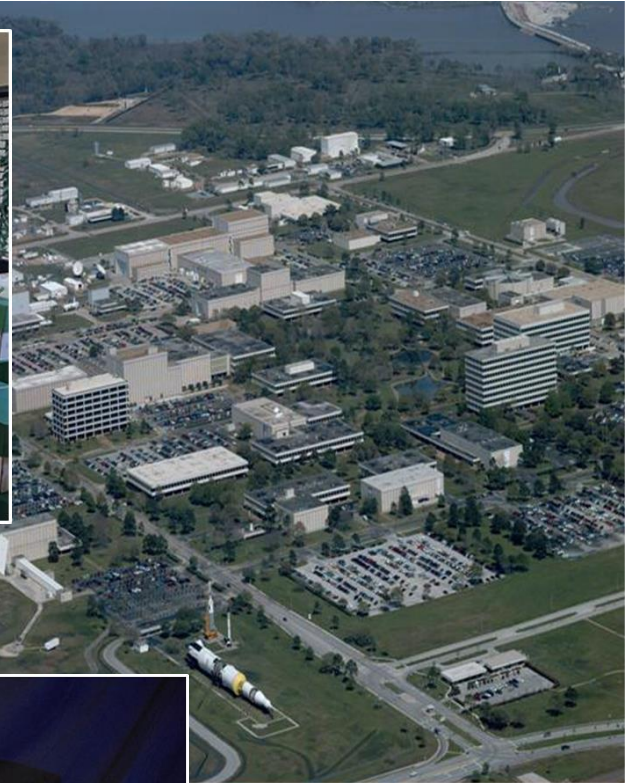
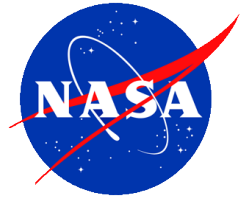
JSC manages the development, testing, production, and delivery of all U.S. human spacecraft and all human spacecraft-related functions.

Premier Center for space flight related scientific/medical research efforts.

Home of the International Space Station Program, Astronaut Corps, and Mission Control.



Information Resources Directorate





Information Resources Directorate

Vision

To be the preferred provider of Business and Information Technology solutions that enable and enhance mission success for JSC, NASA and our partners.

Purpose

Creation, innovation, solutions... providing information resources for mission success.



IRD Goals

- Maximize the business contribution from Information and Management and Information Technology investments.
- Develop and capitalize on opportunities to answer future challenges.
- Deliver effective and efficient IRD products and services.
- Partner and develop solutions that meet or exceed business needs and support mission success.
- Continually develop and promote a culture of high performance.



MADSS' Fit in the Bigger Picture

IRD offers a broad range of support services for the Johnson Space Center, from networks and IT security to multimedia mission operations to information management. These services are provided under the ITAMS, ACES, NICS and PAMSS (Printing and Mail Support Services) contracts. MADSS is the follow on contract for PAMSS.

The duplicating, mail, and distribution services that the MADSS contract will provide falls under the Center's information management requirements.



SOW, Section 4 Attachments, & DRDs Overview



Statement of Work (SOW)

- ▶ The Contractor shall perform the work under this contract at the Government's site, defined as the Johnson Space Center (JSC), Sonny Carter Training Facility, Ellington Field, and Space Center Houston.
- ▶ The Contracting Officer will issue work by task orders in accordance with the MADSS Task Ordering Procedures (Section 2.21).
- ▶ The MADSS contract provides mail and duplicating support services.



Section 2.0 - Scope of Work

Time and quality are critical elements of successful service delivery, specifically for duplication support for mission and source evaluation board requirements, and the delivery of legal documents.

Changes in requirements from PAMSS to MADSS:

The most significant impact is the removal of the printing requirements. MADSS contract will provide only duplicating services.

Additions – The Contractor shall

- Identify and document MADSS service and work processes and support establishing configuration items and associated data to create a service catalog for integration with an integrated service management system.
- Cross train personnel between all support elements/areas to maximize support coverage.
- Create, disseminate and report results of an electronic customer survey for mail and distribution and duplicating.
- Provide duplicating services for urgent and unusual request including those that fall on the Center defined flex days.



Section 2.1 - Duplication Services

This aspect of the MADSS contract services provides an installation-based duplicating program to support all Center, Program, project, institutional and Government Printing Office requirements. This includes color and B/W duplication from hard copy and electronic masters; high speed reprographics; and bindery operations.

Differences between PAMSS and MADSS requirements:

Added requirements for high speed reprographics, online electronic publishing and for a contractor-created education and outreach plan for electronic delivery of duplicating requirements.

Eliminated requirement for printing capabilities



Section 2.2 - Mail and Distribution Services

This aspect of the MADSS contract provides mail pick up, delivery and processing for on and off-site JSC locations: Sonny Carter Training Facility, Ellington, and Space Center Houston. It also provides for distribution of printed documents and information from other NASA organizations, as well as a courier service which delivers twice daily between various on-site buildings and Space Center Houston which is an off-site location.

Differences between PAMSS and MADSS requirements:

Added requirements for a database for distribution requests, leasing postage metering equipment required for mail metering, and for a contractor-created education and outreach plan for mailing requirements.

Clarified requirement for no mail or distribution services on Center-defined Flex days.



Section 3.0 - Contract Management and Administration

This section defines the requirements for all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in the SOW. It also includes the requirements to manage the MADSS systems (ACES workstations, Xerox duplicating systems, and postage metering and addressing systems).

Differences between PAMSS and MADSS requirements:

Added the requirement to report and document to the COR any incidents affecting quality and/or schedule requirements that are not a customer driven schedule delay or a customer-negotiated slip in the delivery date. The Contractor shall determine the root cause and submit a corrective action plan to correct the specific incident and to mitigate the risk of future incidents. This includes any International Standards Organization audit findings on MADSS support service areas.



Section 4.0 - Safety, Health and Environmental Health Compliance

This section defines the requirement for the Contractor to ensure the protection of personnel, property, equipment, and the environment in all Contractor products generated and activities undertaken for institutional and space flight program objectives.

Differences between PAMSS and MADSS requirements:

Changed the requirement for safety walk throughs from monthly to quarterly.



Section 5.0 - Records Management

Section 6.0 - Property Management

Section 5.0 – Records Management

Defines the Government's requirements for Contract management of records.

No changes from the PAMSS SOW.

Section 6.0 – Property Management

Defines requirement for a Physical Inventory Plan (DRD 2) to conduct a physical inventory of all systems, software, and system components; and a Government Property Management Plan (DRD 12).

No changes from the PAMSS SOW.



Section 7.0 - MADSS Performance Metrics

Section 8.0 – Cost Reporting

Section 7.0 – MADSS Performance Metrics

Defines metrics reporting requirements.

Main differences between PAMSS and MADSS requirements:

- ▶ Divided duplicating and mail and distribution metrics into separate tables.
- ▶ For duplicating, clarified requirement to meet unusual and urgent request, including those due on a Center defined Flex Friday.
- ▶ For mail, removed requirement to deliver or pick up mail on a Flex Friday.
- ▶ For management (in both tables), changed phase in period from 60 to 34 days.

Section 8.0 – Cost Reporting

Defines cost reporting requirement.

Differences between PAMSS and MADSS requirements:

Added a requirement for a monthly cost report in accordance with DRD 13: NF533 Cost Reporting.



Data Requirements Descriptions (DRDs)

- ▶ Significant DRD changes from the PAMSS and MADSS requirements:
 - Eliminated DRDs: Monthly Safety and Health (SH) Metrics; SH Lessons Learned Program Plan and Lessons Learned; SH Self Evaluation; Wage/Salary and Fringe Benefit Data
 - Added DRDs : Customer Outreach Plan; Cross Training Plan; IT Security Management Plan; Environmental and Energy Consuming Products Compliance Plan; Government Property Management Plan
 - Modified DRDs, with brief description of modification:
 - Management Plan – added a requirement for the contractor to 1) describe how task orders will be filled, 2) identify risks and describe a mitigation plan, 3) describe a method to ensure timely delivery, and 4) identify and document all MADSS service and work procedures.
 - Phase In Plan – changed timeframe from 60 to 34 days.
- ▶ DRDs that are due with the proposal are:
 - DRD 1: Management Plan, DRD 3: Safety and Health Plan, and DRD 7: Phase-In Plan



Special Property Requirements

- ▶ The MADSS Contract requires three types of equipment:
 - Installation Accountable Government Property (Section 4, Attachment 4.5)
 - Government Furnished Property (Section 4, Attachment 4.6)
 - Contractor leased and maintained

- ▶ Of these three types, the Contractor is required to lease and maintain the following equipment: postage metering and addressing, and conveyor/dryer.

- ▶ All other Contractor leases are for maintenance agreements on Government owned equipment (as identified in the Section 4, Attachment 4.6).



Overview of RFP NNJ14499347R



General Information

- ▶ The RFP was issued June 9, 2014. The RFP and any amendments take precedence over this pre-proposal bulletin.

- ▶ Competition: HUBZone Small Business Set-Aside; NAICS 323111 “Commercial Printing” and Size Standard 500 employees.

- ▶ Period of Performance:
 - Phase-In Period: 01/26/15 to 02/28/15
 - Period of Performance: 03/01/15 to 02/28/20



Contract Type

- ▶ Type of Contract: The Government contemplates an award of a Fixed-Priced Incentive Indefinite-Delivery, Indefinite-Quantity (IDIQ) contract. The phase-in effort shall be Firm-Fixed-Price.
 - RFP Section 1.05, IDIQ Minimum and Maximum Ordering Limits: Guaranteed Minimum - \$300,000; Maximum - \$7,000,000.
 - Fixed-Price IDIQ Task Orders issued will be priced using the established prices in Section 1.07 IDIQ Task Order Pricing for the skills listed in Table A.
 - The Task Order Procedures are described in Section 2.21, MADSS Task Ordering Procedures.
 - RFP Section 1.08, Metrics Retainage Pool and Section 4, Attachment 4.2, Incentive Fee Performance Metrics: In order to incentivize the performance objectives of the MADSS contract, the Government will withhold a portion of profit from the sum of the Task Orders.



Clauses and Provisions

- ▶ When reading the RFP, note that:
 - Important information is contained in the SF1449 and numerous clauses and provisions that have been incorporated, via full text and/or referenced text, throughout the solicitation.
 - Clauses incorporated by reference have the same force and effect as if they were included in their full text.
 - Section 4 includes documents, exhibits, and other attachments
 - For example: Statement of Work (SOW), Wage Determination Data, and Data Requirements Documents (DRDs)



System for Award Management (SAM)

- ▶ SAM is a **Federal Government owned and operated** free website that consolidates the capabilities in the:
 - Central Contractor Registration (CCR)/Federal Register;
 - Online Representations and Certifications Applications (ORCA); and
 - Excluded Parties List System (EPLS).
- ▶ Future phases of SAM will add the capabilities of other systems used in Federal procurement and awards processes.
- ▶ The SAM website is located at: <https://www.sam.gov/>.
- ▶ If you have an active record in the CCR database, you have an active record in SAM.
- ▶ We recommend that you create an account in SAM in order to verify that your information in this database is current or to add information to SAM.

Subcontractor Arrangement Information



- ▶ If a subcontracting arrangement is proposed, Offerors shall include specific detail as defined in the RFP, as outlined in Section 5.17.4A.



Government Property

- ▶ Under Section 2.12, NFS 1852.245-71, Installation-Accountable Government Property, NASA anticipates providing:
 - Office Space, work area space, and utilities. Government telephones are available for official purposes only
 - Office Furniture
 - Use of up to 9 desktop computers as well as 2 Apple workstations including printers, facsimile services, copy machines, and other office equipment services
 - Publications and blank forms stocked by the installation
 - Safety and fire protection
 - Medical treatment of a first aid nature
 - Cafeteria privileges
 - Building maintenance
 - On-site moving and hauling for office moves



Discussions

- ▶ Offeror's initial proposal should contain the best terms from a price and technical standpoint.
- ▶ The Government preference is to award without discussions, however, the Government reserves the right to conduct discussions with the highest rated offerors.
- ▶ If discussions are held, the Offeror will:
 - have the opportunity to address the potentially acceptable/weakness item
 - be requested to resubmit the SF1449 with Final Proposal Revisions (FPR) which will include clearly marked changes



Proposal Outline

- ▶ **Volume I – Technical Acceptability**
 - Management Approach including the Management Plan and Phase-In Plan, Specific Technical Understanding and Resources, and Safety and Health
- ▶ **Volume II – Past Performance**
 - Past Performance Information including Past Performance Questionnaires
- ▶ **Volume III – Price Proposal & Total Compensation Templates**
 - Templates and Price Narrative
- ▶ **Volume IV – Other Proposal Requirements**
 - Subcontractor Arrangement Information, Government Property Management Plan, Responsibility Information, and business systems
- ▶ **Volume V – Model Contract**
 - SF1449, Sections 1-4, with all fill-ins completed, and Section 7, Representations and Certifications, with all fill-ins completed

For those Offerors who are determined to be “Acceptable” under the Technically Acceptability Factor, tradeoffs will be made between Past Performance and Price. Past Performance is more important than Price.



Proposal Formatting

- ▶ In accordance with Section 5.16.2, *Proposal Arrangement, Page Limitations, Copies, and Due Date*.
 - Instructions for proposal arrangement, page limitations, copies and the due date are specified in Section 5.16.2.
 - Offerors shall submit their proposals in accordance with those instructions.
 - Pages and foldouts not conforming to the definition of a page and pages submitted in excess of the limitations specified will not be evaluated by the Government, will not be adjusted by the Government to conform to the RFP requirements, and will be returned to the Offeror.
 - For example, Volume I has a requirement for a page limit of 30 pages with Arial 12 point font and one-inch margins. If an Offeror submits this volume with 35 pages, two of which contain tables with 10 point font [if those two pages of tables in 10 point font were not removed as a result of excess pages] the 5 pages will be returned to the Offeror, and will not be adjusted or evaluated.



Proposal Formatting (Continued)

- ▶ Pay close attention to ensure that the number of pages, page margins, font type, font size, and page size are in conformance to Section 5.16.2.
- ▶ Please note page limitations.
 - Some volumes/sections are subject to a page limitation and others are not.
 - For example, the Management Approach and Technical Understanding and Resources has a page limit of **30** pages, while Safety and Health has no limit.
 - Proposal information must be provided in the correct volume.
 - Proposal information in a page-limited volume or section should not be moved to another volume/section without such page limitations.
- ▶ Non-conforming pages will be returned to the contractor and will not be evaluated; therefore, it may affect the evaluation of the proposal.



Special Considerations

▶ NOTE TO PROSPECTIVE OFFERORS

Prospective offerors are reminded not to contact incumbent personnel (either directly or through electronic means) during duty hours or at their place of employment, as such contacts are disruptive to the performance of the current contract.



Labor Relations

Guidelines for Responding to Labor Relations Requirements in the MADSS RFP



RFP Labor Relations Requirements

- Wage Determination
- Reminder Regarding Compensation
- References (Regulations and Clauses)



Wage Determination

- ▶ The following WD is applicable to this contract, and is attached to Section 4.7 of the RFP and resultant contract.
 - WD 05-2516, Revision 16 applies to the JSC area.
- The WD applies to all non-exempt labor categories that are proposed by the offeror and sets forth the minimum wages and fringe benefits for these categories.



Reminder Regarding Compensation

- ▶ There is no requirement for a Total Compensation Plan in accordance with NFS 1831.205-670, “*Evaluation of contractor and subcontractor compensation for service contracts*” because MADSS is a competitive fixed-price effort.
 - Please note that the Service Contract Act is applicable to this acquisition.



References (Regulations and Clauses)

Reference	Title
FAR Part 22	Application of Labor Laws to Government Acquisitions
FAR 52.222-41	Service Contract Act
NFS Part 22	Application of Labor Laws to Government Acquisitions
29 CFR 541	Defining and Delimiting the Exemptions for Executive, Administrative, Professional, Computer, and Outside Sales Employees



Safety & Health Programs

Guidelines for Responding to Safety Requirements in the RFP



Overview of the NASA Safety Program

- ▶ NASA safety objective is to avoid loss of life, personal injury and illness, property loss or damage, or environmental harm resulting from any of its activities and to ensure safe and healthy conditions for persons working at or visiting NASA facilities
- ▶ NASA shall comply with all applicable regulations
 - NASA Safety & Health requirements
 - Requirements of those Federal agencies with regulatory authority over NASA such as OSHA, EPA, and DoT
- ▶ NASA requires every employee to report workplace hazards
 - NASA ensures that there is no reprisal to personnel for reporting unsafe or unhealthy conditions



Overview of the NASA Safety Program

- ▶ The NASA Safety Policy stresses the individual responsibility of each employee for their own safety and that of their co-workers. Risk within the work environment must be managed to control hazards and we strive to continuously improve workplace conditions
- ▶ OSHA has recognized JSC as a leader in health and safety by awarding the “Star” designation level of achievement in the Voluntary Protection Program (VPP)
- ▶ As a VPP Star, JSC is recognized as having a comprehensive and successful safety and health program, below the national average for the industry in injury/illness rates, has demonstrated good faith in working with OSHA, and serves as a safety & health mentor

What Would Be Expected of You at JSC



- ▶ All Contractors performing work at JSC shall comply with all applicable safety and health regulations
- ▶ Every major onsite Contractor shall have a designated safety official and shall conform to a written safety and health plan
- ▶ Safety and health approach shall follow OSHA, JSC, and VPP guidelines
- ▶ Failure to comply with safety and health requirements may result in contract termination, lower fee, and exclusion from future contract awards



The Safety and Health Deliverables

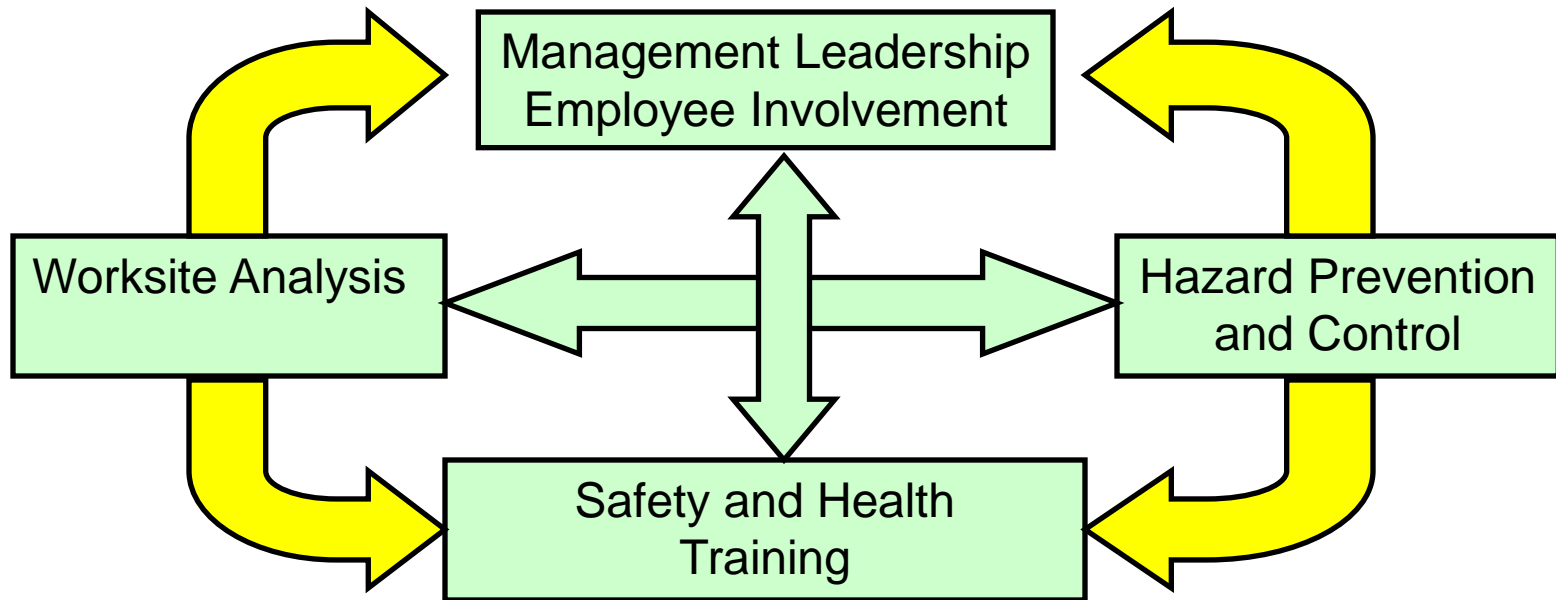
Submission of detailed safety and health data as part of the proposal including:

- ▶ Safety & Health Plan which includes detailed discussion of the policies, procedures, and techniques that will be used to ensure the safety and occupational health of your employees and to ensure safe working conditions throughout the performance of the contract
- ▶ Statement regarding past OSHA & EPA citations and corrective actions taken to prevent recurrence
- ▶ Records of OSHA recordable injuries (OSHA 300 & 300A logs & calculated frequency rates)
- ▶ Insurance carrier information – including Experience Modification Rates (EMR)



A Successful Safety Program Model

- ▶ Based on 4 Basic VPP elements defined by OSHA





The Safety & Health Plan

- ▶ Safety & Health Plan provisions you should expect to address on a typical JSC service contract
 - Management Leadership and Employee Involvement
 - **Policy, Goals and Objectives** - Discuss company policies, goals and objectives for safety and health and top leadership's level of commitment for achieving objectives
 - **Management Leadership and Employee Participation** - Discuss visible leadership actions that motivate and reinforce safety and health performance and discuss meaningful opportunities for employees to engage and support the safety and health program
 - **Assignment of Responsibility** – Discuss roles, responsibilities, and accountability of safety representatives
 - **Program Evaluation** – Discuss annual evaluation of safety and health program consistent with OSHA's VPP criteria



The Safety and Health Plan

▶ Worksite Analysis

- **Hazard Identification** – Describe the methods and techniques used to systematically identify hazards
- **Inspections** – Describe the procedures and frequency for regular inspections and who will be accountable for implementing corrective measures
- **Employee Reports of Hazards** – Describe the methods to be used to encourage employees to report hazards and how the reports will be analyzed and resolved
- **Mishap Investigations** – Discuss methods of response, reporting, and investigation of mishaps
- **Trend Analysis** – Discuss approach in performing trend analysis and methods of documenting data



The Safety and Health Plan

▶ Hazard Prevention and Control

- Discuss the approach to be used for selecting controls appropriate to the hazardous operations associated with this contract
 - Maintain a list of hazardous operations and processes
 - Develop written procedures to identify safety procedures
 - Describe methods for notification of personnel
- **Medical (Occupational Healthcare) Program** – describe medical surveillance program, response to injuries & illnesses, and case management
- **Disciplinary System** – approach used to modify behaviors
- **Emergency Preparedness** – methods used for emergency preparedness and contingency planning that addresses fire, explosion, weather, environmental releases, or other potential emergencies



The Safety and Health Plan

- ▶ *Safety and Health Training*
 - **Program Description** – describe your training program to ensure safe work practices, hazard recognition, and to meet all regulatory requirements
 - **Tailor training toward specific audiences** – managers, supervisors, and employees (crafts, office workers, etc.)
 - **Train for emergencies** – fire drills, evacuation drills, and site emergencies



Recommendations

- ▶ Pay special attention to the miscellaneous reports contained in the body of the Safety & Health Plan DRD under Other Deliverables – building fire warden roster; hazardous materials inventory; roster of terminated employees; material safety data sheets; OSHA logs; and Program self evaluation
- ▶ Tailor your plan to what you will do on the contract
- ▶ Review the requirements provided in JSC Safety and Health Handbook (JPR 1700.1) <http://jschandbook.jsc.nasa.gov>
- ▶ For the good of your employees and your business, take safety seriously and proactively plan to PREVENT injuries



Questions and Answers

It is your responsibility to monitor the Web sites for release of any information regarding this procurement and downloading your own copy of this information on the MADSS website at :

<http://procurement.jsc.nasa.gov/madss/>

Questions regarding the RFP can be submitted to the Contracting Officer (CO) at: gisela.a.moreno@nasa.gov in accordance with Section 5.12 “Communications Regarding This Solicitation.”

Official responses to written questions received by the CO will be posted to the MADSS procurement website.



Pricing WebEx

- ▶ In accordance with Section 5.06, a pricing WebEx will be held to provide detailed understanding and instructions on how to prepare a priced proposal.
 - Date: Thursday, June 12, 2014
 - Time: 9:00 a.m. to 10:00 a.m. CST
- ▶ Please contact Mandy Kuehn at mandy.m.kuehn@nasa.gov to RSVP and request conference log-in instructions no later than Wednesday, June 11, 2014 at 12:00 p.m. CST.
- ▶ Attendance is recommended; however, it is neither required nor a prerequisite for proposal submission and will not be considered in the evaluation.



And finally.... Tips for Timeliness

- ▶ For your proposal to be considered timely, your package must be delivered to Building 420 by the due date and time stated in the RFP.
- ▶ Review all proposal delivery instructions with your courier to stress the importance of timeliness and the proper location of delivery.
 - Shipping and Receiving will give your courier a receipt of delivery.
- ▶ When delivering a proposal in person, remember to deliver the proposal through Gate 4 and not through the Central JSC Gate 1.
 - Directions to Gate 4 are in the proposal instructions.
- ▶ Allow at least 48 hours to overnight a proposal through a mail carrier.
 - A commercial/Government mail carrier may have a mechanical breakdown or otherwise fail to deliver in a timely manner.
- ▶ If you choose to deliver in person on the due date, remember that late flights, traffic jams, and congestion in the JSC area may affect the timeliness of your proposal.
- ▶ Review the proposal instructions, coordinate with the point of contact in advance of the delivery, and ask questions if any instructions are not clear.
- ▶ Review paragraph (f) of FAR 52.212-1, "Instructions to Offerors – Commercial Items."



**This concludes the Johnson Space Center
Pre-proposal Bulletin for the
Mail and Duplication Support Services
(MADSS) Contract**